



Kansas Department of Human Resources

Annual Report 2003

Kansas Department of Human Resources Agency Information and History

Jim Garner, Secretary

The Kansas Department of Human Resources (KDHR) was created by Executive Reorganization Order No. 14, February 10, 1976. The department is administered under the direction and supervision of the secretary of human resources who is appointed by the governor, subject to confirmation by the senate.



Secretary Jim Garner

Mission Statement

We advance the economic well-being of all Kansans through responsive workforce services.

Agency Philosophy and Values

We are committed to providing quality, accessible, responsive, services to all Kansans. Our work is characterized by:

- Politeness and common courtesy
- Dignity, respect, and cultural sensitivity for each other and for those we serve
- Stewardship of public resources
- Integrity and ethics in every aspect of our work
- An emphasis on quality and accountability
- Sound public policy
- Clear communication
- Collaborative partnerships
- Cost effectiveness

The agency comprises diverse lines of businesses, including:

- Employment and Training
- Employment Security (Unemployment Insurance)
- Employment Standards
- Labor Market Information
- Staff Services
- Workers Compensation

Some of KDHR's services include the administration of unemployment insurance, workers compensation, state labor market information, industrial safety and health and minimum wage, wage payment and child labor laws.

KDHR has undergone many changes throughout 2003. The department's mission statement was retooled to better reflect an agency geared toward customer service. The mission statement now reads: "The Kansas Department of Human Resources advances the economic well-being of all Kansans through responsive workforce services."

In 2003, KDHR worked to fulfill its mission by implementing cost-saving measures, improving customer service and introducing new ideas throughout the agency.

Kansas Department of Human Resources

Customer Service

Whether its through the utilization of the unemployment insurance call centers, kansasjoblink.com, the workforce centers or any of the variety of other services provided, the Kansas Department of Human Resources is committed to providing accessible, high quality service to all customers.

Unemployment Insurance

The Unemployment Insurance program encompasses the units of Appeals, Contributions, Benefits and Call Center Operations. This program provides benefit checks to eligible claimants to replace part of their lost wages resulting from a job loss, generally through no fault of their own.

KDHR also implemented extended benefit programs, including Kansas Additional Benefits (KAB), Temporary Extended Unemployment Compensation (TEUC) and TEUC-Airline related.

To better accommodate customer needs, the menu of questions on the Interactive Voice Response (IVR) system — the phone system used by claimants to file an unemployment insurance claim — was streamlined during 2003. KDHR has received positive responses from claimants about the changes.

Job Seeker Assistance

Of the claims filed during Fiscal Year 2003 (FY 2003) and through March 2004, 64 percent were filed through the call center and 16 percent were filed by Internet. Ten percent of claims came

through employers filing through the mass layoff procedures and 10 percent filed by the call center's IVR with no assistance from a customer service representative.

Employer Assistance

The Unemployment Insurance Division revamped the Employer Notice form, which employers complete concerning former employees filing for unemployment insurance. This form previously required the employer to fax three pages to KDHR. The redesign now only requires the employer to fax one page. This change saves

employers both time and money and KDHR has received positive feedback.

Employers now have the capability to pay and report unemployment taxes online at www.kansasjoblink.uitax.com.

Calendar Year 2003 Unemployment at a Glance

Unemployment Claims

Initial unemployment claims 198,398
Continued claims 1,574,682
Total claims paid \$388,156,425
Average weekly benefit amount .. \$272.06

TEUC claims

Number of claims filed 273,025
Total amount paid \$74,449,890

TEUC-A claims

Number of claims filed 80,821
Amount paid \$29,348,146
Average weekly benefit amount .. \$320.81

Employers

Number liable to pay UI tax 67,791
Amount received \$214,590,473
Additional interest \$28,293,418

Industrial Safety and Health

The Industrial Safety and Health (ISH) section within the Division of Workers Compensation provides free consultation services to the private sector and is also responsible for monitoring the public sector (cities, counties, municipalities and school districts) by performing safety and health audits to identify hazards in the workplace to which public employees are exposed pertaining to workers compensation. The section is comprised of units dealing with consultation, accident prevention and boiler safety inspection.

Consultation Program

The state of Kansas has a contract with the federal Occupational Safety and Health Administration (OSHA) which allows our ISH employees to provide a free consultation service to employers. The consultation program provides assistance to employers by helping them recognize, evaluate, and control hazards in the workplace.

The program is offered on a voluntary basis, without citations or penalties. All information is confidential. In the last evaluation period, ISH performed 1,278 consultations.

Industrial Safety and Health Accomplishments

Consultations for Private Employers

Consultations performed	1,278
Hazards identified	5,500
Hazards classified as serious	3,438

Public sector

Inspections performed	516
Discrepancies identified & corrected	2,093
Employee complaints assessed	11
Fatalities investigated	0
Employees affected by inspections	11,296

SHARP Awards

In conjunction with OSHA, ISH administers the Safety and Health Achievement Recognition Program (SHARP). The program provides incentives and support to small, high-hazard employers to work with their employees to develop, implement, and continuously improve the effectiveness of their workplace safety and health programs. It assists small employers in complying with OSHA standards without assessing penalties or citations. In 2003, there were four companies that received the SHARP designation.

Kansas Department of Human Resources Cost Saving Measures

In 2003, KDHR implemented cost-saving measures. A number of these measures were applied across the agency.

- The agency realized approximately \$17,000 in savings by switching from monthly to semi-annual billings for the copy machines.
- Reducing the number of agency cell phones and pooling minutes for remaining phones produced savings of \$18,000.
- An internal supplies-by-car savings program (individuals who are making trips to or from field offices transfer supplies by car rather than mail) realized more than \$7,000.

Grants

Cost-saving measures also came in the form of grants. KDHR is finding ways to work smarter and save money while providing the essential services Kansans depend on.

New Hires

With a \$212,000 grant from the U.S. Department of Labor, KDHR will enhance its review of Unemployment Insurance benefit applications using the state's New Hires registry. The one-time investment in software and technology could improve the Unemployment Insurance system by preventing unintended overpayments each year. Enhancing the review process should reduce inadvertent excess payments of benefits to persons who have recently returned to work.

There are about 11,000 new hires reported each year in Kansas. Currently, KDHR has the staff to check UI benefits against the New Hires list in about one-half of the cases. This grant will allow the agency to verify more benefit requests with the New Hires list, using existing staff. This grant will allow KDHR to use technology and existing staff to enhance the agency's capabilities and efficiencies, while at the same time preventing inadvertent, improper payments.

LMIS

The Labor Market Information Services unit received a sub-grant from the Kansas Board of Regents to conduct a labor force impact study on the wind produced electrical energy industry.

Student Loan Program

The Employment and Training division received U.S. Department of Labor approval for the Student Loan Program. The project was recognized as a creative approach by DOL to providing education opportunities. The program was funded for \$93,000 and provides individuals who are eligible under the Workforce Investment Act with funds to cover training costs in demand occupations. The participants must agree to work and live in the state. If they chose to move out of state, they must repay the funds provided. The agency is currently working with the Kansas Board of Regents to implement the program.

Work Incentive Grant

The Kansas Commission on Disability Concerns received a Round 2 Work Incentive Grant from the U.S. Department of Labor Employment and Training Administration. The grant was in full swing in 2003. The competitive grant is to expand training services and employment opportunities for people with disabilities in Local Workforce Investment Area II (Topeka, Lawrence, Atchison, Manhattan and Junction City). The 24-month grant, in excess of \$700,000, is being used to enhance one-stop system services for people with disabilities.

Through this grant, the Disability Resources Web site, www.kansasjoblink.com/ada/disability/default.cfm, was created. The site provides workforce center staff in LWIA II and job seekers with disabilities information on services, use of assistive technology, career guidance, etiquette, benefits counseling, current events and disability civil rights. This method of providing information was chosen when grant staff were told there would not be enough time for workforce center staff to attend training for more than 30 minutes

Grants

at a time. Staff was then trained on how to use the Web site. A post test indicated most staff felt more comfortable working with job seekers with disabilities after they had reviewed the Web site than they had prior to reviewing the Web site. The Web site launched in September 2003 and had more than 32,600 hits by December 2003.

Computer hardware and software and other technology — assistive technology — were purchased and installed to make the workforce

centers more usable by job seekers with disabilities. Staff was trained on what the technology does and where information on the Disability Resources Web site could be found about who needs what type of technology and how to use the technology.

Kansas Department of Human Resources Agency Highlights

Labor Statistics

The Labor Market Information Services (LMIS) is responsible for collecting, analyzing and publishing data that relates to all facets of the labor market and the Kansas workforce.

LMIS works in cooperation with the Bureau of Labor Statistics and the Employment and Training Administration of the U.S. Department of Labor to gather labor market data. This information is then used to produce key indicators at both the national and local levels. These data include employment and unemployment counts by area, jobs and wages, occupational trends, hours and earnings, and wages by occupation.

2003 Highlights

The average unemployment rate for 2003 was 5.4 percent.

The *Kansas Wage Survey, 2003 Edition* was released in June 2003. It provides current occupational wage and salary information for more than 600 occupations in Kansas. This document lists regional comparisons of occupations from a sample of more than 3,500 employers representing more than 202,000 employees. This survey is collected in collaboration with the U.S. Bureau of Labor Statistics and is compatible with reports from other states.

The Labor Market Information Services unit conducted and delivered a job vacancy study for the Greater Topeka Area Chamber of Commerce/Go Topeka and conducted a wage survey and a fringe benefit study for County Economic Research Institute in Johnson County.

There were 623 special requests for labor statistics data in CY 2003.

LMIS responded to 111 legislative informational requests.

Kansasjoblink.com

Kansasjoblink.com is the online job matching system that serves as the electronic backbone of the workforce development system for the state. It allows job seekers to register and post their resumes online. It also allows employers to post job openings and search for potential employees. There is no charge for these services. Currently, there are 355,147 job accounts, with 110,481 resumes being stored.

There are also 6,829 employer accounts with 135,240 job orders for a total of 179,094 job openings.

Kansasjoblink.com also provides access for online unemployment insurance benefits claims.

Workers Compensation

The Division of Workers Compensation is fee-funded and responsible for the administration of the provisions of the Kansas Workers Compensation Act. The Kansas law is for employers (public and private) who, by statute, are required to be covered under the law. The purpose of the Workers Compensation Act is to provide protection to the injured employee through employer safety efforts, medical treatment and partial compensation for lost income. Kansas employers who are covered by the Workers Compensation law are protected from lawsuits for job-related injuries.

The division is comprised of various sections, including Judicial, Industrial Safety and Health, Fraud and Abuse, Ombudsman, Mediation, Medical Services, Self-Insurance Coverage and Compliance, Technology and Statistics and other administrative sections.

Workers Compensation, continued

Appeals

The Appeals section was facing a backlog of 46 cases at the beginning of 2003. To dissolve the backlog, the unit implemented new docketing and hearing procedures. Members of the Workers Compensation Board of Appeals also picked up additional work to catch up. By the end of 2003, the appeals backlog was reduced to zero.

Fraud and Abuse

During Fiscal Year 2003, the Fraud and Abuse Unit set a new record and collected a record amount in restitution and civil penalties, \$152,237.78 for fiscal year 2003. The unit performed 290 investigations. This is up from FY 2002, when \$89,550.12 was collected and there were 213 investigations.

EDI System

In November 2003, a month in a half in advance of a legislative deadline, the Division of Workers Compensation began receiving claims data electronically from approved insurance carriers, self-insured employers and group-funded insurance pools. This electronic system is called Electronic Data Interchange (EDI).

Prior to EDI, Workers Compensation received accident reports on work-related injuries and illnesses on paper and stored copies on microfilm. In the mid-1990s, the Kansas Legislature asked for more extensive data than the paper reports provided. Workers Compensation, with the help of the agency's Information Technology Division, developed a solution to collect more comprehensive data about the costs and characteristics of occupational-injury and illness claims from a random sample of all insurers licensed in Kansas.

Reporting data by EDI replaces the employers' and insurers' legal obligation to submit accident reports to Workers Compensation on paper forms. In addition to submitting accident reports electronically, participants can report their claims data through EDI. This is an important

benefit. The new electronic reporting system collects the same data as paper reports and the claims study. EDI merged these two methods of submitting information, paper reports and the claims study. EDI also allows Workers Compensation to collect information from a broader group of entities since every participant submits the data required for the claims study, instead of a select sample.

While participation in the Kansas EDI program is voluntary, within the first two months of electronic reporting, 24 entities either submitted electronic reports or became certified to submit electronic reports. This level of participation has exceeded the original expectations for the entire year and is 40 percent of the total projected volume of transactions. Participation rates in Kansas have already exceeded those of other states who have been using EDI for more than a year.

Employment and Training

The Employment and Training division administers and oversees several state and federally funded Workforce Development programs and initiatives, including One-Stop Career Centers, Employment Service, Workforce Investment Act (WIA), Dislocated Worker Program, the Wheat Harvest Program and Older Worker programs.

The Employment and Training division also works with five local workforce investment areas (LWIAs).

New Initiative

The Employment and Training division has developed a new initiative involving the State Apprenticeship program, the Kansas Department of Commerce (KDOC), One-Stops and the business community. Its purpose is to develop customized training programs with businesses to aid in training individuals for high demand, skilled occupations in the state. WIA

E&T, continued

will provide training and supportive services for eligible co-enrolled clients and businesses will be reimbursed for their extraordinary training costs. The training will utilize the State Apprenticeship program to both assist in the development of the training curriculum and to certify programs under the apprenticeship model.

Older Worker Awards

In September 2003, KDHR and the Kansas Department on Aging hosted the Seventh Annual Older Worker and Employer Awards Ceremony. Nearly 150 people attended the event to recognize older workers in Kansas and their employers. Positive media coverage was generated in the Topeka Capital-Journal, Wichita Eagle, Lawrence Journal-World, the Kansas City Kansan and many others.

Older Worker Placements

During Program Year 2003 (PY 2003) which ended June 30, 2003, the Older Kansans Employment Program placed 1,103 seniors into full-time or part-time private sector employment. The estimated economic impact of annual wages paid to individuals placed into part-time or full-time jobs by OKEP is \$10,544,327.

Wheat Harvest Program

The Wheat Harvest program was a success in 2003 and rated "excellent" by customers

completing our satisfaction survey. KDHR operates the only free wheat harvest matching service for farmers and custom wheat cutters in the nation. Each year several temporary offices are established in specific areas of the state to operate for the duration of the harvest and close as harvest activities move into other areas. KDHR depends on a combination of local public and private funds to support this

service. Local businesses or government agencies supply office space and utilities, while KDHR provides the personnel and pays the telephone costs.

Employer Center

An Employer Center opened in October 2003 at the Topeka Workforce Center. Employers can recruit new employees, find information on state and local workforce development programs and provide company information to prospective employees. Employer centers will be created in other workforce centers in the state during 2004.

Performance Measures

During the last program year, the LWIAs received performance awards for meeting and exceeding WIA performance standards. The performance awards are financial incentives based on each area's level of performance. The higher the level of performance, the greater the financial incentive. Performance awards were given to the Local Workforce Investment Boards for the further development of the WIA One Stops, and for Continuous Improvement grants.

Employment and Training Local Workforce Investment Areas

LWIA I

Salina
Hutchinson
Garden City
Hays
Great Bend

LWIA II

Topeka
Manhattan
Lawrence
Junction City
Atchison

LWIA III

Kansas City
Leavenworth
Olathe
Overland Park

LWIA IV

Wichita
El Dorado
Winfield

LWIA V

Emporia
Pittsburg
Chanute
Independence

E&T, continued

Employment and Training and all of the five LWIAs exceeded the 17 federally established performance measures for WIA during PY 2003.

Recognition

The areas also received additional awards from the state WIA set-aside funds. The awards were based on each area's request for additional funding and documentation supporting the need for additional funds.

The Manhattan Workforce Center received a Commitment to Excellence Award at the Kansas Award for Excellence Foundation's 8th Annual Conference and Banquet for the Center's serious commitment to quality principles.

The Emporia Workforce Development Center was nominated for Employer of the Year and presented with a plaque. This achievement was sponsored by the City of Emporia.

Additional Funding Received

- Area IV was awarded \$610,000 for dislocated worker services
- Area III was awarded \$77,000 for additional WIA adult services
- Area II was awarded a \$50,000 for WIA adult programs
- Area IV was awarded \$700,000 from State Rapid Response funds for services related to aerospace related layoffs
- Area III was awarded \$50,000 of State Rapid Response funds for services related to telecommunication layoffs

Kansas Department of Human Resources Advisory Groups

Kansas Commission on Disability Concerns

KCDC had more than 630 requests for information from businesses, government, disability organizations, service providers and individuals. KCDC made nearly 600 referrals to other organizations and agencies. The Web site, www.hr.state.ks.us/dc/index.html, had 13,600 hits during 2003.

KCDC organized Disability Mentoring Day in Kansas. Students and job seekers visited businesses or government agencies that matched their interest and had one-on-one time with volunteer mentors. DMD is designed to enhance internship and employment opportunities for persons with disabilities. There were 477 participants in 26 counties/cities, up from 222 participants in 15 counties/cities in 2002.

KCDC sponsored the Kansas Youth Leadership Forum, a five day motivational forum for high school juniors and seniors with disabilities. Students learned about leadership, advocacy and goal setting. They also learned from each other and from successful adults with disabilities.

Kansas Advisory Committee on Hispanic Affairs

Elias Garcia was named as the executive director in November 2003, replacing Tina DeLaRosa.

One of the most recent projects realized during the 2004 Legislative Session was House Bill 2435 changing the commission name to Kansas Hispanic and Latino Affairs Commission.

Other projects included the research and development of a Kansas Hispanic population demographic profile and a Kansas Hispanic community based organization profile.

KACHA also provided support to various people and entities. KACHA supported initiatives in the Salina, Topeka and Olathe school districts to improve instruction to English as a Second

Language students. KACHA also assisted with letters of support for grants submitted by the University of Kansas, Wichita State University and Washburn University that focus on the special needs of Hispanic students.

Kansas African American Affairs Commission

During 2003, a search began for a new executive director, following Pamela Johnson-Betts' appointment as the Kansas Secretary on Aging. In July, Danielle Dempsey-Swopes was hired as the new executive director for KAAAC.

KAAAC participated in a number of activities during 2003. One of those activities was in correlation with Black History Month.

KAAAC recognized Black History Month with a Velda Duette Day at the Capitol in February. Velda Duette was an executive secretary for the Kansas Legislature for 15 years. Before her death in 2002, she requested that KAAAC hold a Black History Month celebration in the Capitol.

KAAAC also spent 2003 working on initiatives for 2004, including the 2004 Martin Luther King Jr. Celebration and African American Community Day at the Capitol.

Kansas Office of Native American Affairs

KONAA hosted the first Kansas Native American Heritage celebration in November 2003. The event featured Governor Kathleen Sebelius proclaiming November as Native American Heritage Month in Kansas and a guest speaker stressing the importance of state/tribal relations.

KONAA also enhanced their Web site, www.hr.state.ks.us/konaa/html/index.html. It now features links to educational and informational resources for Native Americans, contact information to the four tribes residing in Kansas, as well as information on KONAA.

Kansas Department of Human Resources Internal News

KDHR has 947 employees located in 25 offices across Kansas. This includes 808 full-time employees and 139 part-time and temporary employees.

Employees

Training

The Personnel unit delivered 21 classes in 2003 to a total of 235 employees. The unit also conducted a Managers Academy, which about 200 managers as supervisors of the agency attended.

Training classes included Leadership Development, Supervisors Survival Kit, Performance Review A-Z and many others.

Certified Public Manager Program

In December 2003, seven employees graduated from the Certified Public Manager program. There are four employees set to graduate in December 2004.

Employee Recognition

In October 2003, an annual Employee's Recognition Luncheon was held.

The event recognized more than 100 employees for 10, 20 and 30 years of public service to the people of Kansas. In addition, employees were recognized for excellence in service. The luncheon featured remarks by Governor Kathleen Sebelius.



Governor Sebelius delivers remarks to employees at the Recognition Luncheon.

Renovated Administrative Building

In September 2003, a major remodeling project of the agency's administrative offices located at 401 SW Topeka Blvd was completed. The renovation began in August 2002 and was prompted because the electrical, HVAC (Heating, Ventilation and Air Conditioning) and plumbing systems were near failure. The public entrances also made it inconvenient for persons with disabilities to access the building.



The artist's rendering of 401 SW Topeka Blvd.

The remodeling project was funded with \$3.65 million in bonds from the Kansas Development Finance Authority. A new HVAC system was installed, along with two boilers, a new elevator, new plumbing and electrical service. The main entrance was changed to the west side of the building to provide greater accessible to employees and customers. The bond issue also included new furniture and an overlay for the parking lot.

A substantial amount of the project was completed in September 2003. The building currently houses 170 employees who are part of the divisions of Unemployment Insurance, Labor Market Information Services and Support Services.

Kansas Department of Human Resources — Actual Expenditures FY 2003

	Actual Expenditures FY 2003	Percent
KDHR	\$565,184,366	100.00%
State General Fund:		
General Administration	26,053	
Native American Affairs	105,631	
Legal Services	74,555	
Support Services	138,188	
Data Processing	35,802	
African American Affairs	138,439	
Industrial Safety	204,164	
Employment Services		
SCSEP	4,444	
OKEP	229,248	
NIYEA	61,761	
Employment Standards	57,533	
PERB	141,877	
Hispanic Affairs	161,120	
Apprenticeship Training	115,703	
Disability Concerns	179,588	
Capital Improvements	19,049	
KSIP — Operating Expenditures	45,040	
Welfare to Work Grant — State Match	370,930	
Total SGF	2,109,125	0.37%
Fee Funded Programs:		
Boiler Inspection	439,873	0.08%
Workers Compensation	8,409,824	1.49%
Federal Funded Programs:		
Employment Security Administration		
Unemployment Insurance	16,143,390	
Reed Act	0	
Job Service (Wagner Peyser)	6,595,682	
Labor Mrkt. Info. Coop. Agree,	992,390	
Disabled Veterans Outreach Program	554,000	
Local Veterans Employment Program	840,000	
TRADE Act	5,645,492	
Kansas Joblink	749,755	
Other	16,047,204	
HRSPF-Federal	1,287,318	
Workforce Investment Act	18,272,012	
Welfare to Work Grant	1,982,810	
OSHA	578,567	
Total Federal	69,688,620	12.33%
Unemployment Insurance Benefits	478,936,091	84.74%
Other Funds:		
America's Job Link Alliance	1,749,928	0.31%
Special Wage Clearing	74,472	0.01%
Penalty and Interest Funds	764,885	0.14%
Federal Indirect Offset Fund	304,013	0.05%
Miscellaneous Funds	2,707,535	0.48%